

FOR COMMENT

BELLSOUTH

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RECEIVED

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PUBLIC SERVICE
COMMISSION

Mr. Thomas Dorman
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
P. O. Box 615
Frankfort, KY 40602-0615

Re: February 16, 2003 Ice Storm Restoration Assessment

Dear Mr. Dorman:

Please find attached BellSouth's response to the Ice Storm Restoration Assessment requested by your letter dated March 12, 2003. Should you have any questions concerning our assessment, please contact Joan Duncan (502/582-8416) or Jim Tipton (502/582-8925).

Sincerely,



Joan Coleman

Attachments

**BellSouth Telecommunications Ice Storm
Restoration Assessment of
February 16, 2003**

The ice storm affected BellSouth customers in exchanges in the vicinity of Fayette County and the Lexington area. Twelve exchanges sustained damage and customer outages directly caused by the ice storm: Bardstown, Bloomfield, Carlisle, Chaplin, Cynthiana, Frankfort, Georgetown, Lawrenceburg, Lebanon Junction, Mt. Eden, Paris and Springfield. (Referred to as East KY in attachments.)

Initial Evaluation/assessment of damage:

BellSouth supervisors canvassed the storm area for major damage based on information from weather reports and internal facility monitoring alarms received in the Network Reliability Center. A majority of the troubles were caused by commercial power outages and drop wires down on private property to the individual customers.

Prioritization of repairs:

BellSouth priorities for any damage restoration are central office switches, fiber and copper cable routes, 911 services, remote terminals with subscriber carrier, special service data circuits and general subscribers. The initial problems BellSouth experienced were electrical power to our central offices and remote terminals; however both of these switched to emergency battery power after loss of commercial power. BellSouth's Work Management Center (WMC), located in Louisville, is responsible for grouping trouble reports and dispatching work forces. During storm outages with a large quantity of trouble reports, communication between the WMC and the field supervisors increases to assure resources are efficiently allocated.

A timeline, scaled at increments no greater than 24 hours, of the number of employees and heavy equipment participating in the restoration. Employees should be categorized by classification and employer:

Neither BellSouth nor its contractors for this restoration used any heavy equipment other than normal pole-placing vehicles. There were five tractor trailer loads of 20 generators each that were brought to Kentucky on February 18 and 19 from BellSouth's emergency inventory kept in Nashville. The generators were used to power remote terminal sites in East KY.

Please see Attachment A.

A timeline showing the number of customers without service at increments no greater than 12 hours:

Please see Attachment B.

Availability and effectiveness of contract crews and/or mutual aid crews:

Due to working agreements with the Communication Workers of America (CWA), BellSouth does not use outside contract crews for work covered by the agreements. The only contract crews involved in the ice storm restoral were tree trimmers and pole placing crews who have a master contract pursuant to a bid with BellSouth to provide these services. Additional assistance to the ice storm was provided by BellSouth employees from Louisville, KY, Nashville TN and Charlotte NC. These employees were moved into the area within days to reduce restoration time for BellSouth's customers.

Operational coordination between BellSouth and contractors, volunteers and government agencies:

There was no official government coordination requested of BellSouth. However, if requested by government officials BellSouth will attempt to restore services that are requested on a priority basis.

Availability of material and supplies:

BellSouth keeps emergency material and supplies stored in several states. Nashville, Tennessee is the emergency storage location used to supply Kentucky. However, during emergencies BellSouth's Kentucky operations can get supplies from any of the other emergency storage locations in the BellSouth region should there be a need.

Tree trimming practices and history (clear cut, trim, time between cycles, etc.):

Tree trimming on BellSouth routes is done on an as needed basis since BellSouth facilities are not designed to transport electrical voltage. The majority of BellSouth's downed facilities were individual drop wires to customers on private property. Cable and fiber routes are inspected by technicians, engineers and supervisors for tree trimming during the normal course of daily work activities and while traveling within the wire centers.

Consumer hours out and BellSouth's expenditures per consumer hour:

There were 244,664 total hours of outage on 7,755 trouble reports in East KY. The average duration for a trouble report involved in this outage was 31.5 hours. BellSouth expenditures totaled \$422,600. The cost per consumer hour of outage is \$0.58 per hour. (244,664 hrs / \$422,600)

Call Center operations (IVR, contract call center, daily average response time per call, etc.):

Please see Attachment C.

Outage tracking/response software used; to what extent:

BellSouth's maintenance systems used in this operation included the Loop Management Operating System (LMOS) for 100% of the non-design circuits; Integrated Dispatching System (IDS) for 100% of all troubles; and Work and Force Administration (WFA) for 100% of the design type circuits.

Communications with customers, media, public officials, governmental agencies, PSC:

Communications with customers remained "business as usual" during the ice storm. All centers maintained their normal hours of operation as indicated below:

Center	Days of Week	Hours	Weekend	Hours
Residence	Monday – Friday	8:00 a.m. – 7:00 p.m.	Saturday	8:00 a.m. – 5:00 p.m.
Small Business	Monday – Friday	8:00 a.m. – 6:00 p.m.		
Complex	Monday – Friday	8:00 a.m. – 5:00 p.m.		
Repair (Residence and Business)	Monday – Sunday	24 hours		

Based on geography, the appropriate Regulatory and External Affairs field manager handles any type of inquiry or communication with the media, public officials, and governmental agencies.

BellSouth's Regulatory and External Field Manager- East received one media inquiry from the Winchester Sun newspaper. There were no inquiries received from public officials or governmental agencies.

BellSouth's Regulatory and External Affairs Field Manager-Central received media inquiries from the Lexington-Herald Leader on two occasions. Conversations were held with local elected officials regarding service restoration.

Two abnormal service reports were submitted to the PSC following the ice storm in accordance with KAR Title 807, Chapter 5, Section 26. The first report was dated 2/17/03 and was due to vandalism at a crossbox, which damaged a 1200 copper cable. Service was restored at 4:00 p.m. on 2/17/03. The second report was dated 2/24/03 and was caused by wet cables. Service was restored at noon on 2/25/03.

Communications with the Consumer Services Division of the PSC remained "business as usual" utilizing the customer complaint process.

Coordination of efforts with the Division of Emergency Management and other local emergency officials:

No significant contact or arrangements were required of BellSouth by any governmental agency during the ice storm restoration.

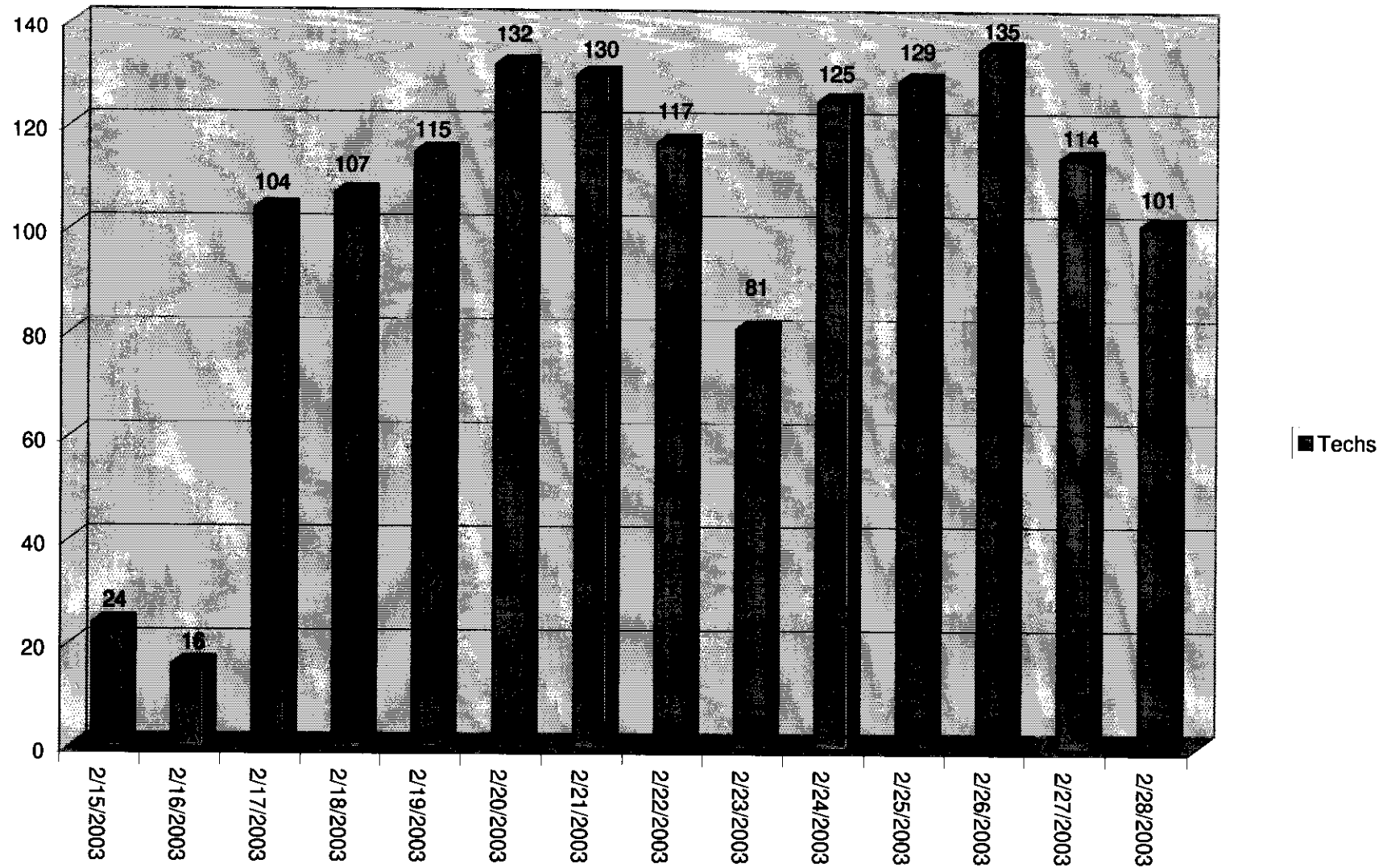
Plans for post restoration cleanup and outside facility inspections:

BellSouth's technicians are required to inspect BellSouth's facilities as a normal part of their work operation. The types of damage to BellSouth facilities during this ice storm were of a type that clean up was not required.

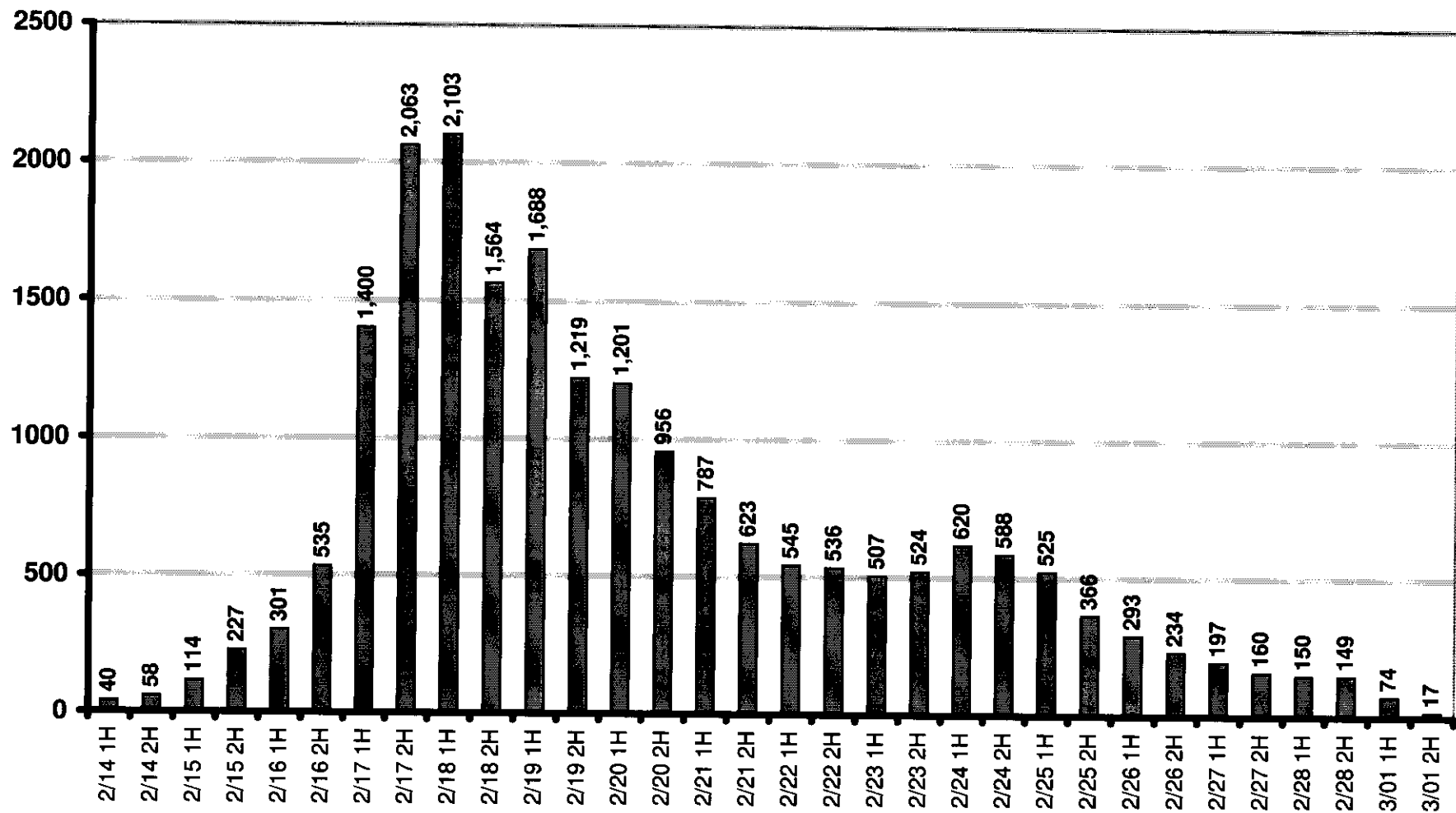
What service/support could the PSC offer that would be of assistance:

Continued availability of the Commission to the utility for consultation and possible on-site visits should an emergency situation or need exist is beneficial.

Number of BellSouth Technicians in East KY During Ice Storm



BellSouth Customers Out-of-Service in East KY During Ice Storm



1H = First 12 hour period
2H = Second 12 hour period

KYRC2

Call Center Operations

Date	Average Speed of Answer Time (seconds)	Queue Wait Time (seconds)	% Abandoned Call Rate	Average Wait Time Between Calls (seconds)
15-Feb	1	0	0	0
16-Feb	1	0	0	0
17-Feb	1	91	15	6
18-Feb	1	6	2	8
19-Feb	1	21	4	10
20-Feb	1	9	2	16
21-Feb	1	31	5	9
22-Feb	1	642	55	1
23-Feb	1	498	32	1
24-Feb	1	24	4	7
25-Feb	1	12	2	18
26-Feb	1	18	3	22
27-Feb	1	16	9	19
28-Feb	1	33	5	9

Average Speed of Answer Time - amount of time it took for a customer to reach repair call screener.

Queue Wait Time - the average wait time a customer was in queue to speak with a Customer Service Associate.

Percent Abandoned Call Rate - the percentage of calls that hung up before reaching a Customer Service Associate.

Average Wait Time Between Calls - the average amount of time a Customer Service Associate had between calls.